

FREQUENTLY ASKED QUESTIONS
Managed Enrollment and the Member Enrollment Process
July 2009

1. What is the difference between Managed Enrollment and Member Enrollment?

Managed Enrollment has been implemented because we are unable to accept new members into the Aged and Disabled Waiver (ADW) Program at this time. Those applicants whose Medical Necessity Evaluation Request forms are faxed to West Virginia Medical Institute after June 30, 2009, will be placed on the Managed Enrollment List.

Member Enrollment is a process that has been implemented to comply with Centers for Medicare & Medicaid's expectations and because it is critical to the effective management of the Program. Case Managers must request enrollment for anyone not reported to the Bureau of Senior Services (BoSS) as "Open" prior to July 1, 2009. This form must be completed by the selected Case Manager and faxed to BoSS. ADW services cannot begin until the Case Manager has received a Member Enrollment Confirmation Notice from BoSS.

2. When should Case Managers submit a Member Enrollment Request Form?

A Member Enrollment Request Form must be submitted for anyone whose case was not reported to BoSS as "Open" prior to July 1, 2009.

As we are able to accept new members from the Managed Enrollment List, they will be notified and provided information on how to continue the application process. Once their financial eligibility has been verified or established, the Case Management Agency they have selected will be responsible for requesting Member Enrollment on their behalf.

3. How long will it take to get a Confirmation from the Bureau of Senior Services once a Member Enrollment Request Form has been submitted?

BoSS will make every effort to process all Member Enrollment Request Forms the same day they are received. Any forms that cannot be processed the same day will be given priority the next day.

4. When can services begin?

ADW services cannot begin until a Member Enrollment Confirmation Notice has been received by the Case Manager from BoSS. Note: This does not apply to members whose cases were reported to BoSS as "Open" prior to July 2009.

5. Do all new applicants go through this process?

Yes. Anyone not reported to BoSS as “Open” prior to July 1, 2009 must be enrolled in the Program before ADW services can begin.

6. What all is required before someone is placed on the program?

Per Section 503.3 of the ADW Policy Manual, to be eligible for services, applicants must:

- 1) Be 18 years of age or older.
- 2) Be a permanent resident of West Virginia.
- 3) Be approved as medically eligible for Nursing Facility Level of Care.
- 4) Meet the ADW financial eligibility criteria.
- 5) Choose to participate in the ADW Program as an alternative to NF care.

This information is verified by Case Managers on the Member Enrollment Request Form. The applicant will be enrolled only if the ADW Program is able to accept new members.

7. How do we verify financial eligibility?

Case Managers must have a copy of the applicant’s DHS2 on file before submitting the Member Enrollment Request Form to BoSS.